	APOLLO HOSPITALS, SECUNDERABAD	COP – 11b
		Issue: C
	POLICY ON HANDLING CHILD ABDUCTION	Date: 06-01-2017
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PREPARED BY: Dy. Medical Superintendent		APPROVED BY: Chief Executive Officer

## 1.0 PURPOSE

To delineate preventive measures and code pink procedure to handle incidents of child abduction.

## 2.0 SCOPE

All child patients/visitors coming to OPD at Apollo Hospitals, Secunderabad

## 3.0 DEFINITION

**Abduction:** Intentional, unauthorized taking of an infant or child by any person.

**Code Pink:** Code phrase used to alert employees to “Possible” or “Actual” abduction.

**Infant:** A child under 1 year of age and/or which is unable to walk unassisted.


**Child:** A child which is able to walk unassisted.

**Possible missing INFANT:** An infant which cannot be located within 1 minute.

**Possible missing CHILD:** A child which cannot be located within 5 minutes.

**Actual missing Infant / Child:** Infant/child confirmed missing based on verified count, direct observation by a witness, or other confirmed information/evidence.

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#### 4.0 RESPONSIBILITY

Doctors, nurses (OPD) and security staff are responsible to implement this policy.

#### 5.0 POLICY


- 5.1 Code pink indicates infant/child abduction.
- 5.2 All concerned employees are responsible for the safety and security of infant/children who are present in Apollo Hospitals, Secunderabad
- 5.3 All concerned employees are educated about their responsibilities in the event of code pink.
- 5.4 The nearest police station and / or police control room to be informed when suspected / confirmed infant or child abduction.
- 5.5 All calls from media related to code pink to be referred to Administrator who will coordinate for release of information in order to avoid miss-communication. Other employees of Apollo Hospitals, Secunderabad shall not to talk to media.

#### 6. PROCEDURE

##### 6.1 Preventive Measures:

- 6.1.1 C C T V – security camera systems in OPD and public areas.
- 6.1.2 C o n d u c t routine visible patrols in high-risk areas.

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6.1.3 Concerned staff is trained to identify abductor and report to their immediate supervisor on following unusual behaviors:

- a. Visiting repeatedly to see or hold the infants
- b. Asking detailed questions about procedures and the building layout
- c. Taking hospital uniforms or other means of hospital identification

## 6.2 Responsibilities:


6.2.1 Responsibilities of all Apollo Hospital, Secunderabad staff on hearing a code pink paging is as follows:

- a. Look for suspicious persons walking through or exiting the hospital. Be aware of persons in hospital without ID cards.
- b. Pay close attention to exits.
- c. Watch for persons that are hand-carrying an infant or accompanying a child. Abductors may carry infants in plain view or in large containers.
- d. If you observe a suspicious person, attempt to engage in conversation to slow her/him down while having a co-worker call the security. Do not get into a physical confrontation. If it is possible and safe to do so, follow the person and note her direction of travel.
- e. If the suspect has already left the building get a good physical description, direction of flight and other information such as vehicle make and registration and contact security immediately.

6.2.2 Responsibilities of Unit/Department staff in the event of a suspected or identified infant or child abduction is as follows:

- a. Immediately dial 1020 and report a Code Pink.

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b. Simultaneously search the entire unit including storage areas, closets, call rooms, etc.

c. Notify the immediate supervisor. The immediate supervisor will contact security.

d. Secure and protect the area until relieved by public safety – this will be treated as a crime scene and a potential source of forensic evidence.

e. Limit entry to the area to necessary personnel and law enforcement personnel. A written record will need to be made of all persons allowed entry to the area after the incident occurred.

f. Do not permit staff, patients, or visitors to leave the area until their identity is known and they are permitted by the police department.

g. Escort the parents of the abducted infant and child to a private area – assign a staff member to accompany the parents at all times.

h. Secure all medical records of the mother and infant or child if applicable.

i. Offer emotional and spiritual support to the family.


j. Provide regular, ongoing, information updates to the family in collaboration with the security department.

#### 6.2.3 Responsibilities of security staff in the event of suspected or identified infant or child abduction is as follows:

a. Security staff to immediately close all the exits.

b. All exit points are to be manned with strengthened security and

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- every person and baggage going out to be checked thoroughly.
- c. CCTV supervisor to view footage clips of suspicious persons and inform to Security Officer immediately.
- d. To send security and nursing search team throughout hospital.
- e. All out going vehicles to be checked thoroughly.
- f. Inform to local Police Station immediately.

#### 6.2.4 Responsibilities of Telephone Operator

- a. On receiving the call to announce “CODE PINK”, the telephone operator to collect the name of the person who requested to announce Code Pink and the location of the incident.
- b. He/She should immediately inform the Security officer regarding the same. After getting instructions from the Security officer he / she should announce “Code Pink with Location – 3 times”
- c. Repeat the above for 3 times with a gap of 10 seconds.

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